

# **Electronic Information Resource Access Authorization Form (e-IRAAF)**

**User Manual  
for NC DHHS Divisions/Agencies**

**Version 3.0**



<b>1. General Information.....</b>	<b>1</b>
1.1 <i>e-IRAAF Form Design and Navigation.....</i>	<i>1</i>
<b>2. How to access the e-IRAAF .....</b>	<b>1</b>
2.1 <i>Security .....</i>	<i>1</i>
2.2 <i>Access.....</i>	<i>1</i>
2.3 <i>Information Request Access System.....</i>	<i>2</i>
<b>3. User Action Options .....</b>	<b>4</b>
3.1 <i>B = Browse.....</i>	<i>4</i>
3.2 <i>A = Add .....</i>	<i>4</i>
3.3 <i>U = Update .....</i>	<i>4</i>
3.4 <i>R = Revoke .....</i>	<i>4</i>
3.5 <i>V = Annual Review (New Process).....</i>	<i>5</i>
3.6 <i>N = Name Change .....</i>	<i>6</i>
<b>4. e-IRAAF pages 1-7 (page-by-page review) .....</b>	<b>6</b>
4.1 <i>Page 1, e-IRAAF (worker information).....</i>	<i>6</i>
4.2 <i>Page 2, e-IRAAF (CSE and IMS Region).....</i>	<i>11</i>
4.3 <i>Page 3, e-IRAAF (SCC1, SCC3, SCC4, SCCG).....</i>	<i>14</i>
4.4 <i>Page 4, e-IRAAF (NC16, XPTR, 1571, CBT, OLV).....</i>	<i>15</i>
4.5 <i>Page 5, e-IRAAF (CSDW, NDNH, MRS, NCAS, EBT).....</i>	<i>17</i>
4.6 <i>Page 6, e-IRAAF (CIP, various State level applications) .....</i>	<i>19</i>
4.7 <i>Page 7, e-IRAAF (SAVE, TDC, State applications, equipment).....</i>	<i>20</i>
<b>5. Submitting Your Request.....</b>	<b>21</b>
<b>6. Checking the Status.....</b>	<b>21</b>
6.1 <i>Status options.....</i>	<i>21</i>
6.2 <i>Notes Field (F5).....</i>	<i>22</i>
6.3 <i>Revokes After Processing .....</i>	<i>23</i>
<b>7. e-IRAAF support .....</b>	<b>23</b>
<b>Appendix A – Approval Process.....</b>	<b>24</b>
<b>Appendix B – County DSS Codes.....</b>	<b>26</b>
<b>Appendix C – State Agency Codes .....</b>	<b>27</b>



# 1. General Information

This manual contains step-by-step instructions for ISOs (Information Security Officials) to submit electronic IRAAFs. The e-IRAAF is a mainframe based system that replaced the IRAAF security form.

## 1.1 e-IRAAF Form Design and Navigation

The e-IRAAF is designed to be **collective**; access levels indicated in a previous request will continue to show in the e-IRAAF. The exception to this design is the Annual Review request, which will overwrite all access levels previously entered; see the section on User Action options, for more information on the different request types.

Once logged into the actual e-IRAAF, pressing the **F9** key will advance you to the next page. Pressing the **F3** key in the e-IRAAF will take you back to the previous page.

# 2. How to access the e-IRAAF

## 2.1 Security

Only designated ISOs can contact the DHHS Customer Support Center (CSC) to request e-IRAAF access be added or removed for another security officer with the same state/county agency. Requests to make a worker an ISO does not give them access to the e-IRAAF

A RACF (Resource Access Control Facility) ID is required to access the e-IRAAF system. If an ISO does not have a RACF ID, then an alternate ISO with e-IRAAF access can submit a request to have a RACF ID issued.

## 2.2 Access

### Steps to access the e-IRAAF:

1. Open a blank mainframe session and at the application, type: **cicsnc16** (Press Enter)
2. At the login screen, enter your *RACF ID*, *bill-code*, and *mainframe password*; press Enter  
NOTE: e-IRAAF bill code: **RAF-DHR**
3. At the blank screen, type: **iraa** (Press Enter)
4. Type 14 at the bottom of the screen and press Enter.

```
08/24/11  10:05:23                MAIN MENU
                                NC DHHS INFORMATION REQUEST ACCESS SYSTEM

-----

14 - IRAAF MENU
```

14-IRAAF MENU



## 04 – List IRAAF by Name/County

Option 04 is designed to list *all* requests within a state/county agency based on the search criteria, no matter which ISO submitted the request. ISOs can search for workers by last name and/or first name. Asterisks and question marks can be used as wildcards, as noted on the query page.

```

AATY10    TS60S01                                TS60S01
08/24/11  10:17:08      QUERY IRAAF BY NAME / COUNTY
-----
(Use an asterisk (*) to represent a variable character string or question marks
to represent single variable characters. EX: entering "*" finds all names,
entering "*SMITH" finds all names that contain the word "SMITH", such as
"AEROSMITH", while entering "?MITH" finds "SMITH", etc.)

**  KEY IN    LAST NAME          FIRST NAME (O)    MI(O)
      _____

** AND/OR **  SEARCH BY COUNTY

(AND/OR) COUNTY  _____

-----

F9-CONFIRM

```

### Option 4

The ‘**search by county**’ option is to view all e-IRAAF requests for your state/county agency. ISOs should only be able to see workers within their state/county agency.

**TIP!** When using option 04, it is important that you press **F9** after entering your search criteria.

### 3. User Action Options

User actions determine how an e-IRAAF is processed by CSC with the exception of B which will only allow viewing access.

#### User Action:

B = Browse  
 A = Add  
 U = Uppdate  
 R = Revoke  
 V = annual reView  
 N = Name change

08/04/11 16:57:48  
 RACF ID \_\_\_\_\_  
 WORKER# \_\_\_\_\_  
 USER ACTION \_ (Add Update Revoke reView Name Browse)  
 UPDATE DATA \_ (On Action Update set to Y to change ERTI)

User action field

#### 3.1 B = Browse

The Browse option is designed so you can review a worker's information in e-IRAAF, without running the risk of changing any data. B will not allow submission of this request to CSC; however, if you press F5 to review CSC notes while in Browse mode, you must re-type the B in the User Action field on page 1 when you F3 back to the form if you wish to continue browsing.

#### 3.2 A = Add

The Add option is designed to request first time access, or to establish workers in e-IRAAF that have only web-based access. (Workers that have web access only, will need to be entered the first time in e-IRAAF as an Add, so a generic ID can be established in the RACF ID field.)

#### 3.3 U = Update

The Update option is designed to update workers who already have a RACF ID or generic ID number. For workers with no RACF ID, select the same record each time to update, to ensure the same generic ID stays with the worker.

**TIP!** You cannot update worker names with Update user action.

#### 3.4 R = Revoke

The Revoke option is designed to remove ALL access for a worker, in the applications supported by CSC. Security officers should always double check the worker's name and RACF ID if applicable, to ensure you are entering the correct worker to be deleted.

Complete page 1 and F9 through the rest of the form; this allows the submission of the e-IRAAF to CSC to be processed.



**Steps for completing a Revoke request in e-IRAAF:**

1. Find the worker in e-IRAAF using options 01, 03, or 04, and pull up their form; or enter them into e-IRAAF for the first time, using option 01.
2. If no RACF ID or generic ID number, leave RACF ID field blank.
3. Type R in the User Action field, for Revoke mode (to remove ALL access).
4. Press F9 on all pages of the form. (There should be Ds throughout the e-IRAAF)
5. County DSS security officers will need to remove their workers from SAVE.
6. CSC will remove DSS ISOs only from SAVE.

After your Revoke request is 'complete', you will **no longer see Revoke requests** for workers who had a valid RACF ID, when searching 03 or 04.

To verify if a Revoke has been processed, select menu 01 and type the worker's RACF ID or generic ID, and press F6; you will only see the worker's name. There will also be a date stamp of when the e-IRAAF was completed under update data.

**TIP!** Revoke requests are a priority at CSC, and are processed before any other types of requests.

### **3.5 V = Annual Review (New Process)**

The Annual Review option is designed to reflect a worker's current security access. This form request should indicate exactly what access the worker has at the time it is submitted. An Annual Review will reflect the last e-IRAAF that was submitted.

If the worker does not have a RACF ID, and is not found in e-IRAAF, you cannot submit an Annual Review as the worker's first entry into this system. However, if the worker has a RACF ID you can submit an Annual Review as this worker's first request in e-IRAAF.

**Steps for completing an Annual Review request in e-IRAAF:**

1. Find the worker in e-IRAAF using options 01, 03, or 04 and pull up their form.
2. Type V in the User Action field, for Annual Review mode.
3. Type As for all access the worker has and Ds for any access they should not have.
4. Press F9 on all pages of the form.
5. On the bottom of page 8 there will be 2 new options, F10 and F11.

F5-NOTES	F9-CONFIRM	F10-RVW WITH CHG	F11-RVW NO CHG
----------	------------	------------------	----------------

6. Press F10 if there are changes and to submit e-IRAAF to CSC to process.
7. Press F11 if there are **NO** changes.

**TIP!** To remove any access a D must be typed on the line for that access.

**TIP!** If there are no changes the e-IRAAF will not submit to CSC to be processed.

**TIP!** The 1<sup>st</sup> page of the e-IRAAF also has a date stamp of when the last Annual Review was completed.

```

RACF ID _____ USER ACTION _ (Add Update Revoke reView Name Browse)
WORKER# _____ UPDATE DATA _ (On Action Update set to Y to change ERTI)
                        LAST PROCESSED AT                      BY
                        LAST REVIEW DATE

```

### 3.6 N = Name Change

The Name Change option is designed to update the worker's name *only*. You do not need to provide the worker's previous name, only enter the new name.

If the worker has **no RACF ID and is not in e-IRAAF**, this worker will need to be established in e-IRAAF with an Add request.

## 4. e-IRAAF pages 1-7 (page-by-page review)

Section 4 of this manual will review pages 1-7 of the e-IRAAF, and provide information for ISOs to request access changes for applications listed on each page

### 4.1 Page 1, e-IRAAF (worker information)

```

03/15/12 17:13:33
RACF ID _____ USER ACTION _ (Add Update Revoke reView Name Browse)
WORKER# _____ UPDATE DATA _ (On Action Update set to Y to change ERTI)
                        LAST PROCESSED AT                      BY
                        LAST REVIEW DATE
WORKER NAME FIRST _____ MIDDLE _____ LAST _____

```

Page 1 of e-IRAAF, RACF ID

#### RACF ID:

- For Add requests, leave the RACF ID field blank; a generic ID will appear in the form when submitted. If mainframe access is requested, CSC will issue a new RACF ID. If no mainframe access is marked in the form, the generic ID will remain in the RACF ID field.
- For Updates, Annual Reviews, Revokes, and Name Changes, type the worker's RACF ID in this field.
- If the worker has a RACF ID, you will always include it in the RACF ID field.

#### User Action:

Type one of the user action letter codes (for more information, see **Section 3** on User Action):

- A = Add
- U = Update
- R = Revoke
- V = Annual Review
- N = Name Change
- B = Browse

**Worker#:**

- Enter the 3 digit worker number.
- If no worker number is required enter first letter of worker's first name and first 2 letters of last name (ex: for John Test type JTE as worker #).
- If requesting a worker number to be changed in the mainframe applications, such as EIS or EPICS, then access has to be marked by that application.
- County supervisors are responsible for assigning Food and Nutrition Services (FNS) worker numbers.

**Update Data:**

Type a Y in the Update Data field when:

- entering data in the Data Installation field
- adding/updating FSIS keying access
- updating a FSIS printer in the ERTI table

**TIP!** If a Y is in the Update Data field, but access is not indicated for FSIS, then the worker will be removed from the FSIS printing table and will not be able to update or print from FSIS.

**Last Processed at \_\_\_\_\_ by \_\_\_\_\_:**

- Indicates the date and time the last e-IRAAF was processed.
- Also indicates which CSC worker last processed this worker's e-IRAAF.
- Please note this data field will be blank for workers with web-based access only.

**Last Review Date**

- Indicates the date the last annual review was processed.

**Worker Name:**

- Enter the worker's official birth name, using First, Middle, Last name fields.
- Apostrophes should not be used in any name field at this time.
- Can enter middle name as initial only, with or without a period, or can type their full middle name (if known).
- If the worker does not have a middle name, then type NMN (for 'no middle name').
- Some web-based applications do not accept the hyphen as part of the login ID

TITLE	_____	_____	_____
NCID	_____	_____	(NA - If no NCID)
REQ AGENCY SEC OFF	_____	TITLE	_____
REQ AGENCY SUPERVISOR	_____	TITLE	_____

Page 1 of the e-IRAAF, Worker Title

**Title:**

- Clearly indicate the worker's position and section working (ex: IMC I for FSIS).

**NCID:**

- Enter the employee's NCID
- If employee does not have a NCID type NA

**Req Agency Sec Off/Title:**

- Enter first/last name and title of the requesting security officer

**Req Agency Supervisor/Title:**

- Enter first/last name of the worker's current supervisor who requested this access to the ISO.

→ DATA INSTALLATION \_\_\_\_\_  
 REQ AGENCY \_\_\_\_\_ REQ DATE \_\_\_\_\_  
 ADDRESS \_\_\_\_\_

**Page 1 of the e-IRAAF, Data Installation field****Data Installation:**

- Required for all county Child Support workers (type I and 2 digit county number, not ACTS number; for example, Wake CSE will enter I92)
- Required to be completed for contractors/temps/interns (ex: Buncombe - Southwestern Contractors)

**Req Agency:**

- Enter the name of the requesting agency; including the location and division/facility name (ex: Wake County DSS, Polk County Child Support, State DMH – Eastpointe)
- If worker has secondary or alternate location, enter alternate address in the Location field at the bottom of page 1 on e-IRAAF

**Req Date:**

- The date field auto-fills with the date you submitted your request to CSC.

ADDRESS \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 COUNTY \_\_\_\_\_  
 PHONE \_\_\_\_\_ EMAIL \_\_\_\_\_  
 CONTRACT EMPLOYEE \_ (Y/N) TEMP \_ VIRTUAL \_ INTERN \_ EXP DATE \_\_\_\_\_  
 CONTRACTOR COMPANY \_\_\_\_\_

**Page 1 of the e-IRAAF, address section****Address:**

- Type the physical street address of the **requesting agency**. **No P.O. boxes on this line.**
- The second line is optional and used to enter a P.O. Box, Suite number, etc.
- The third line is where you key the City, State, and zip.

**County:**

- County DSS/CSE agencies ISOs will enter the 3-digit county number (see Appendix B if needed).

- State agencies will enter the designated code for their Division/Department (see Appendix C if needed).
- ISOs can only type in their county or division code

**Phone:**

- Enter the 3-digit area code and 7-digit phone number where the worker can be contacted.

**Email:**

- Enter the worker's full 'work' email address.
- If the worker does not have an email address for work, enter the supervisor's email address.

**Contract Employee:**

- Enter a Y (for yes) or N (for no) to indicate if this worker is a contract employee
- Contract employees cannot be temps.
- If contract worker has an HRSS ID, an error message will appear: Please use contract employee RACF ID, press F9 to override. Check for typos with the RACF ID, and press F9 to override if needed.

**TIP!** All new contractors will be assigned contractor RACF IDs.

**Temp:**

- Enter a Y (for yes) or N (for no) to indicate if this worker is a temp employee

**Virtual:**

- Enter a Y (for yes) or N (for no) to indicate if this worker is a virtual contract employee
- This worker is generally employed by a contract company and may work for several DSS agencies during the same time frame.

**Intern:**

- Enter a Y (for yes) or N (for no) to indicate if this worker is an intern

**TIP!** Only select 1 option (Ex: Contract Employee Y Temp N Virtual N Intern N).

**Exp Date:**

- Enter the expiration date of **contractor/temp/intern** worker's employment.
- Date field format - MM/DD/YYYY
- For open-ended agreements, please project the expiration date.

CONTRACTOR COMPANY _____			
WORKER LOCATION _ (Work,Satellite,Residence,Hospital,Contractor Site,Other)			
LOCATION ONSITE _____			
If Temp or Contract Employee: Copy of contract to DMA _ DSS _ CSE _ DCD _			
F5-NOTES	F6-SEARCH	F9-CONFIRM	F10-APP APPROVAL

**Page 1 of e-IRAAF, contractor section****Contractor Company:**

- If indicated the worker is a contract/temp/virtual employee, enter the name of the contracting agency here.
- For interns enter the name of school or company.

**Worker Location:**

Type one corresponding letter in this field to indicate where the worker will be housed during work hours.

W - work	located on-site at the agency (primary office)
S - satellite	in agency building, but off main campus; PC still directly connected to the network
R - residence	works from home
H - hospital	works at a local hospital
C - contractor site	works at the contracting agency's location
O -other	does not match the criteria of previous selections

If the worker is on-site part of the time, and off-site part of the time, then indicate they are off-site using the corresponding letter.

**Location:**

- If you typed R, H, C, or O in the Worker Location field, then type in the worker's physical location here (such as the contractor address or home address).
- If you typed W or S, this field is not required.

**If temp or contract employee:**

- Required for temp and/or contractor employees only.
- Type a Y (for yes) or N (for no) to indicate which agencies have been forwarded a copy of the worker's contract or agreement info.
- It is possible for you to have a Y in more than one field for this question.
  - **DMA** - If requesting SSA access (IEVS mainframe, or the OLV role allows access to sdx/bendex/esc), then forward DMA a copy of the worker's contract or letter.
  - **DSS** - If no SSA access is requested, then State DSS will need to approve the contractor or temporary worker's access
  - **CSE** - If Child Support access is being requested for a CSE worker, then forward a copy of the contract or letter to State CSE.

## 4.2 Page 2, e-IRAAF (CSE and IMS Region)

```

AATY02    TS60S03    INFORMATION RESOURCE ACCESS AUTHORIZATION    TS60S03
03/16/12  13:30:05    ACTS AND IMS REGION ACCESS                    COUNTY
RACF ID          NAME
ACTS      _ (ADD/DELETE)  ECHILDSUPPORT _ (ADD/DELETE)          SEND EMAIL _
CSE WEB    _ (ADD/DELETE)  IDEC _ (ADD/DELETE)    QUICK _ (ADD/DELETE)
                                IMS REGION
DAYSHEETS - 4263"S    _ (ADD/DELETE)
EIS INQUIRY          _ (ADD/DELETE)          LOCATION ____
QUARTERLY REPORTING _ (ADD/DELETE) _ (INQUIRY/BOTH)
AFDC BUDGET          _ (ADD/DELETE) _ (UPDATE)
DB/PML               _ (ADD/DELETE) _ (INQUIRY/BOTH)
WORKER/SUPERVISOR    _ (ADD/DELETE) _ (INQUIRY/UPDATE)
DATA ENTRY - 8124     _ (ADD/DELETE)    DATA ENTRY - 8124 DS _ (ADD/DELETE)
DATA ENTRY - 8125     _ (ADD/DELETE)    DATA ENTRY - 2041    _ (ADD/DELETE)
DATA ENTRY - 8128     _ (ADD/DELETE)    DATA ENTRY - 5022    _ (ADD/DELETE)
MANAGED CARE         _ (ADD/DELETE) _ (UPDATE)
SDX EXCEPTIONS        _ (ADD/DELETE) _ (INQUIRY/UPDATE)
FACILITY DATABASE     _ (ADD/DELETE) _ (INQUIRY/BOTH)
EMERGENCY ASSISTANCE   _ (ADD/DELETE) _ (INQUIRY/BOTH)
AVF PENALTY DB        _ (ADD/DELETE) _ (UPDATE)
SANCTIONS             _ (ADD/DELETE) _ (UPDATE)
CD _ CS _ CR _ EH _ ID _ IE _ IM _ IU _ JB _ MC _ ET _ CT _ MB _ MD _ TR _

                                F9-CONFIRM

```

Page 2 of the e-IRAAF

**\*\*To request or remove access to these applications, type an A to add or D to delete; type I for inquiry or U for update access.**

### Child Support Applications:

- If CSE Web or QUICK is selected on page 2 of e-IRAAF, ISOs must also type in the full role in the WIRM/OLV section on page 4
  - QUICK role is: Child Support QUICK Application Users
  - CSE Web role is: Child Support Enforcement Users
- For ACTS, IDEC, and EChildSupport continue to send necessary paperwork to State CSE.
- SEND EMAIL – Approval is needed for some child support access.
  - Place a **Y** on this line if any child support access is requested in WIRM, OLV, CSDW, and/or XPTR.
  - Place an **N** on this line if no child support access is requested.

**IMS REGION****Daysheets – 4263s:**

- Enter the dataset that the worker will need on the blank line next to Daysheets
- The following is a list of datasets for each county:

County Name	Dataset
Alamance	DHR.SYA.SYA620-1.ALAMANCE
Buncombe	DHR.SYA.SYA620-1.BUNCOMBE
Cabarrus	DHR.SYA.SYA620-1.CABARRUS
Catawba	DHR.SYA.SYA620-1.CATAWBA
Chowan	DHR.SYA.SYA620-1.CHOWAN
Chatham	DHR.SYA.SYA620-1.CHATHAM
Cleveland	DHR.SYA.SYA620-1.CLEVELAND
Cumberland	DHR.SYA.SYA620-1.CMBRLAND
Dare	DHR.SYA.SYA620-1.DARE
Davidson	DHR.SYA.SYA620-1.DAVIDSON
Durham	DHR.SYA.SYA620-1.DURHAM
Forsyth	DHR.SYA.SYA620-1.FORSYTH
Gaston	DHR.SYA.SYA620-1.GASTON
Guilford	DHR.SYA.SYA620-1.GUILFORD
Halifax	DHR.SYA.SYA620-1.HALIFAX
Haywood	DHR.SYA.SYA620-1.HAYWOOD
Jackson	DHR.SYA.SYA620-1.JACKSON
Johnston	DHR.SYA.SYA620-1.JOHNSTON
Mecklenburg	DHR.SYA.SYA620-1.MECKESD DHR.SYA.SYA620-1.MECKFRD DHR.SYA.SYA620-1.MECKSFA DHR.SYA.SYA620-1.MECKYFS
Moore	DHR.SYA.SYA620-1.MOORE
New Hanover	DHR.SYA.SYA620-1.NEWHAN
Onslow	DHR.SYA.SYA620-1.ONSLOW
Orange	DHR.SYA.SYA620-1.ORANGE
Pitt	DHR.SYA.SYA620-1.PITT
Stanly	DHR.SYA.SYA620-1.STANLY
Union	DHR.SYA.SYA620-1.UNION
Wake	DHR.SYA.SYA620-1.WAKE
Wayne	DHR.SYA.SYA620-1.WAYNE
Wilson	DHR.SYA.SYA620-1.WILSON



**EIS:**

- If updating a worker number in EIS, then access must be marked on the form in the EIS section.
- Any changes made in e-IRAAF to IMS will take effect the next day after it is processed by CSC.
- EIS inquiry will give access to Premium Pay.
- Only DMA can request update access to Premium Pay – limited to 2-3 workers. (DMA ISOs responsible for limitation)

**Location:**

- The county field from page 1 should auto-populate the EIS location code.
- For County DSS employees, the EIS Location field should only be 2 digits (Ex: Wake County - 92, Yancey - 00).
- For County CSE employees, the EIS Location field will need an 'i' **manually typed** in front of the two digits, such as i92 for Wake, i00 for Yancey, etc.
- For State employees, the EIS Location code should be a 3 character division code (refer to Appendix C).

**TIP!** In EIS, many accesses are included within the options provided, such as LE, which is found under SDX update; or ET, which is under Sanctions/8125s; or CE, which is given in 8125 access.

### 4.3 Page 3, e-IRAAF (SCC1, SCC3, SCC4, SCCG)

```

AATY03    TS60S03    INFORMATION RESOURCE ACCESS AUTHORIZATION    TS60S03
RACF ID          NAME                                WRKR#    COUNTY

CICSSCC1 REGION
FSIS INQUIRY      _ (ADD/DELETE)
FSIS 8590         _ (ADD/DELETE)    FSIS 8590 AND 8593 _ (ADD/DELETE)
SLWV              _ (ADD/DELETE)    OTHER FSIS GROUP _
PRINTER          PRIMARY COUNTY    ALTERNATE COUNTIES
Does Worker conduct/support Eligibility Determination for WFFA _ FNS _ MA _
For SSA Access: Permanent Employee: Signed and on File _ (Y/N) to DMA _ CSE _
Temp: Copy of New Hire Letter to DMA _ CSE _ DCDEE _
Contract Worker: Copy of Contract to DMA _ CSE _ DCDEE _
FIRST STOP (ESC) _ (DELETE)    SOLQ (SSA ONLINE MATCH) _ (DELETE)

CICSSCC4 REGION
IEVS (BENDEX, SDX, ESC) _ (ADD/DELETE)
IEVS STATE STAFF ONLY TPQY _ DOT _ MCI _ TPR INS INQ _ TPR INS UPD _
EPICS (FR01) _ (ADD/DELETE) COL _ CON _ CSC _ CSO _ DPI _ DSO _ HRG _
IMC _ OIP _ PIA _ PII _ PIS _ SOP _

CICSSCCG REGION
ENERGY - EP01 (LIEAP) _ (ADD/DELETE) _ (INQUIRY/UPDATE)
SCC - GH02 _ (ADD/DELETE) _ (INQUIRY/UPDATE)
SCC - PURCHASER CLOSEOUT _ (ADD/DELETE)
EPIS - WF01 (6908) _ (ADD/DELETE) _ (INQUIRY/UPDATE)

F9=CONFIRM

```

Page 3 of the e-IRAAF

**\*\*Questions marked by arrows are mandatory. Mark each field with a Y for yes or an N for no.**

**\*\*To request or remove access to these applications, type an A to add or D to delete; type I for inquiry or U for update access.**

#### CICSSCC1

- FSIS Inquiry is included in all FSIS update access (FSIS 8590 includes FSIS Inquiry; FSIS 8590 / 8593 includes FSIS Inquiry).
- The 'Other FSIS Group' is to add/remove specific FSIS connects.
- Enter a printer node if needed to print 8590s and/or 8593s. For Food Stamps inquiry access only, no printer node needed.
- Enter primary and alternate counties with 3-digit county code. (Ex. 092 092 092)
- If a Y is marked in the update Data field, to update a worker's FSIS printer, then access must be marked on the form by the FSIS access level.

#### CICSSCC3

- First Stop access is no longer available in the mainframe (available through OLV role).

**CICSSCC4**

- SOLQ access is no longer available in the mainframe (available through OLV role).
- EPICS –Mark field with an A to add access; mark field with a D to delete access levels.
- If updating worker number in EPICS, then access must be indicated in EPICS section.
- Referral Worker error – this error may appear when trying to remove EPICS access and the worker number still has cases attached. Before e-IRAAF can be processed the caseload must be transferred to another worker.
- Caseload transfer will process overnight.

**4.4 Page 4, e-IRAAF (NC16, XPTR, 1571, CBT, OLV)**

```

AATY04 TS60S03 INFORMATION RESOURCE ACCESS AUTHORIZATION TS60S03
04/04/12 16:47:52 COUNTY
RACF ID NAME
CICSNC16 REGION
SY20 - (5026) _ (ADD/DEL) _ (INQUIRY/UPDATE)
SY01 - (5104) _ (ADD/DEL) _ (INQUIRY/UPDATE/FATALITIES/RPT DELETE)
SY01 - RIL _ (ADD/DEL) _ (INQUIRY/UPDATE/ADMIN/VIEW)
PQ01 - (5094/5095) _ (ADD/DEL) _ (INQUIRY/UPDATE)
FOSTER CARE (FC01) _ (ADD/DEL) _ (INQUIRY/UPDATE)
SY05 - (5027) _ (ADD/DEL) _ (INQUIRY/UPDATE/MERGE)
SY15 - WORKER ID _ (ADD/DEL) _ (INQUIRY/UPDATE)
XPTR REPORT DISTRIBUTION SYSTEM
_ (ADD/DEL) _
_ (ADD/DEL) _
COUNTY ADMIN REIMBURSEMENT SYSTEM (CARS) _ (ADD/DELETE)
CBT _ (ADD/DELETE) COURSE NAME _
WIRM/OLV ROLE _ (ADD/DELETE) _
_ (ADD/DELETE) _
_ (ADD/DELETE) _
_ (ADD/DELETE) COUNTY CHILD SUPPORT WORKER
Has ESC Acknowledgment of Confidentiality signed _
F9-CONFIRM

```

Page 4 of the e-IRAAF

**\*\*Question marked by arrow is mandatory. Mark field with a Y for yes or an N for no.**

**\*\* To request or remove access to these applications, type an A to add or D to delete; type I for inquiry or U for update access.**

**CICSNC16**

- For SY01 – Fatalities, Type **F**. (Only State workers can have Fatalities)
- For SY01 RIL - View access, type **V**.
- For SY01 RIL - Admin access, type **A**.
- RIL Admin access is for State Employees only
- For SY05 Merge access, type **M** for the access level.

## **OTHER SYSTEMS**

### **XPTR:**

- County XPTR connect is RMDS plus your 3-digit county number (ex. RMDS092 for Wake County).
- For county CSE workers – XPTR connects are RMDSIVD and the RMACF plus your 3-digit ACTS code (refer to Appendix B).
- County CSE Supervisors can have the XPTRCSE connect.
- County CSE workers can also have the X plus your 3-digit county number connect for the foster care payment reports. This is not an access that all CSE workers should have. (Ex. Wake County is X092).
- County DSS and/or CSE ISOs can have the XPTRC plus your 3-digit county code to view security reports. (ex. Wake County – XPTRC092)
- IVA workers can have the XPTRIVA connect.

### **CARS:**

- For county DSS – CARS connects are DMG and/or DMGU plus 3-digit county number.
- County ISOs are responsible for county limitations for CARS
- State workers have different connects for CARS access, such as XPWCALBL, RMWCASO, and/or RMWCAUSO. (Approval needed through Approval Process)

DMG = read only access  
DMGU = read & FTP access

### **CBT:**

- Type the name of course needed in blank fields.
- Any changes made in CBT, will take effect next day.
- If a worker already has access and is training in CBT, an e-IRAAF processed with CBT marked, will ‘not’ overwrite the worker’s current CBT access and will not interrupt their current scores.

### **OLV/WIRM:**

- Type valid roles exactly as listed on the OLV spreadsheet (no abbreviations unless necessary).
- Only 1 OLV/WIRM role per line unless worker has more than 3 OLV/WIRM roles.
- Request CSE WIRM applications, QUICK and Child Support Enforcement User in this section if requested on page 2.
  - QUICK role is: Child Support QUICK Application Users
  - CSE Web role is: Child Support Enforcement Users
- Request MRS on page 5 of the e-IRAAF.

## 4.5 Page 5, e-IRAAF (CSDW, NDNH, MRS, NCAS, EBT)

```

AATY05   TS60S03   INFORMATION RESOURCE ACCESS AUTHORIZATION   TS60S03
12/07/11  15:09:51                                           COUNTY
RACF ID      NAME
CSDW _ (ADD/DELETE) GROUP _____
      _ (ADD/DELETE) GROUP _____
      _ (ADD/DELETE) GROUP _____
      _ (ADD/DELETE) CSE LOCAL OFFICE _ (ADD/DELETE) CSE MANAGER
NDNH _ (ADD/DELETE) Please limit 1 person with NDNH access per county
MRS  _ (ADD/DELETE/UPDATE) ROLE _____
NCAS _ (ADD/DELETE/UPDATE)
      ELECTRONIC BENEFITS TRANSFER (EBTEDGE)
      INQUIRY ONLY _ (ADD/DELETE)
      PIN RESET ONLY _ (ADD/DELETE)
      UPDATE ALL ACCESS _ (ADD/DELETE)
UPDATE WITHOUT PIN RESET CAPABILITY _ (ADD/DELETE)
      CALL CENTER _ (ADD/DELETE)
      ELECTRONIC BENEFITS TRANSFER (EBT ADMIN TERMINAL)
      INQUIRY ONLY _ (ADD/DELETE)
      PIN RESET ONLY _ (ADD/DELETE)
      UPDATE ALL ACCESS _ (ADD/DELETE)
UPDATE WITHOUT PIN RESET CAPABILITY _ (ADD/DELETE)
      CALL CENTER _ (ADD/DELETE)

F9-CONFIRM

```

Page 5 of the e-IRAAF

**\*\* To request or remove access to these applications, type an A to add or D to delete.**

### CSDW:

- Acceptable group names include the universe needed or job title with section that the worker supports.
- To access reports in CSDW, users must log in to the tool at <http://www.csdw.dhhs.state.nc.us/>.
- Current CSDW users will continue using their existing login IDs. However, new users who need access after May 21, 2012, must have an NCID to log into CSDW. The County Security Officer must request this access via the e-IRAAF. The individual's name, NCID, and email address must be included in the e-IRAAF request.
- An NCID is required to access NCFast reports in CSDW.

### MRS:

- Type either of 2 MRS access levels: MRS User or MRS Supervisor.

### NCAS:

- Continue to request access through designated channels.

**EBT EDGE / EBT ADMIN:**

- Workers cannot have FSIS update access and Update All access in EBT Admin or EBT Edge.
- Only select one access level for EBT EDGE.
- Only select one access level for EBT ADMIN.
- EBT Edge will automatically delete inactive accounts after 6 months.

\*\*\*Refer to table below as to which EBT access can be granted with FSIS access:

	<b>EBT EDGE &amp; ADMIN ACCESS</b>			
	Inquiry	Pin Reset only	Update All	Update without Pin Reset
FSIS Inquiry	✓	✓	✓	✓
FSIS 8590	✓	✓	X	✓
FSIS 8590 & 8593	✓	✓	X	✓

✓ = Access Granted X = Access not granted

## 4.6 Page 6, e-IRAAF (CIP, various State level applications)

AATY06	TS60S03	INFORMATION RESOURCE ACCESS AUTHORIZATION	TS60S03
04/04/12	17:14:23		COUNTY
RACF ID	NAME		
ATS - APPLICATION TRACKING SYSTEM		— (ADD/DELETE)	— (UPDATE/INQUIRY)
BEACON - CORE USER		— (ADD/DELETE)	— (UPDATE/INQUIRY)
BRS - BUDGET REVISION SYSTEM		— (ADD/DELETE)	— (UPDATE/INQUIRY)
CBC - CRIMINAL BACKGROUND CHECK		— (ADD/DELETE)	— (UPDATE/INQUIRY)
CARDS - DSS ADOPTION CARDS SYSTEM		— (ADD/DELETE)	— (UPDATE/INQUIRY)
CPSWEB - CHILD PROTECTIVE SERVICES		— (ADD/DELETE)	— (UPDATE/INQUIRY)
CIP AND NEW LIEAP		— (ADD/DELETE)	— (UPDATE/INQUIRY)
ALLOW CHANGES TO KEYED DATA (LEAD WRK/SUPER)		— (ADD/DELETE)	
NATIVE CIP		— (ADD/DELETE)	— (UPDATE/INQUIRY)
ALLOW CHANGES TO NATIVE CIP (LEAD WRK/SUPER)		— (ADD/DELETE)	
DHHS CON - DHHS CONTRACTS		— (ADD/DELETE)	— (UPDATE/INQUIRY)
DHHS-OLPM - ONLINE PUBLICATIONS AND MANUALS		— (ADD/DELETE)	— (UPDATE/INQUIRY)
DP - DUKE POWER		— (ADD/DELETE)	— (UPDATE/INQUIRY)
DSSCS - DSS CONTRACT SYSTEM		— (ADD/DELETE)	— (UPDATE/INQUIRY)
DSSSS - DSS SUPPLIES SYSTEM		— (ADD/DELETE)	— (UPDATE/INQUIRY)
EIHDS - ECONOMIC IND. HELP DESK		— (ADD/DELETE)	— (UPDATE/INQUIRY)
FIS - FORMS INVENTORY SYSTEM		— (ADD/DELETE)	— (UPDATE/INQUIRY)
HATS - HEARINGS AND APPEALS TRACKING SYSTEM		— (ADD/DELETE)	— (UPDATE/INQUIRY)
-----			
F9-CONFIRM			

Page 6 of the e-IRAAF

**\*\* To request or remove access to these applications, type an A to add or D to delete.**

**CIP/NEW LIEAP:**

- The second line under CIP is for Allow Update access, for lead workers or supervisors only.

**NATIVE CIP:**

- The second line under CIP is for Allow Update access, for lead workers or supervisors only.

**TIP!** For other State applications continue to request access through designated channels.

## 4.7 Page 7, e-IRAAF (SAVE, TDC, State applications, equipment)

AATY07	TS60S03	INFORMATION RESOURCE ACCESS AUTHORIZATION	TS60S03
12/07/11	16:02:34		COUNTY
RACF ID	NAME		
ICPC - INTERSTATE COMPACT ON PLACEMENT OF CHILDREN		_ (ADD/DELETE)	_ (UPDATE/INQUIRY)
LS - LEAVE SYSTEM		_ (ADD/DELETE)	_ (UPDATE/INQUIRY)
RIS - REFUGEE INFORMATION SYSTEM		_ (ADD/DELETE)	_ (UPDATE/INQUIRY)
QCSS - SOCIAL SERVICES QUALITY CONTROL SYSTEM		_ (ADD/DELETE)	_ (UPDATE/INQUIRY)
SMFHS - STATE MATERNITY HOME FUND SYSTEM		_ (ADD/DELETE)	_ (UPDATE/INQUIRY)
SAVE - SYSTEMATIC ALIEN VERIFICATION ENTITLEMENTS		_ (ADD/DELETE)	_ (UPDATE/INQUIRY)
TDC - TANF DATA COLLECTION SYSTEM		_ (ADD/DELETE)	_ (UPDATE/INQUIRY)
EQUIPMENT/NETWORK WAN/LAN			
WHO OWNS COMPUTER _ (SM, CO, CT, ST, OT) OTHER _____			
WORKSTATION OR LAPTOP _ (W/L) IS HARD DRIVE ENCRYPTED _ (Y/N)			
-----			
F5-NOTES		F9-CONFIRM	

Page 7 of the e-IRAAF

**\*\* To request or remove access to these applications, type an A to add or D to delete.**

### SAVE:

- County DSS ISOs add and delete their workers in the SAVE application.
- If a worker has access to SAVE, then it should be indicated on the e-IRAAF form.
- CSC adds ISOs to SAVE.

### EQUIPMENT/NETWORK WAN/LAN

The equipment section is required on all e-IRAAF requests.

#### Who owns computer:

- SM = seat managed
- CO = county-owned
- CT = contractor-owned
- ST = state-owned
- OT = other

If 'other', type in who owns the computer.



**Workstation or laptop:** Type W if the worker is using a workstation computer; type L if the computer is a laptop.

**Is hard drive encrypted:** Type a Y (for yes) or N (for No) to indicate if the worker's computer is encrypted or not. All laptops and offsite computers must be encrypted.

## 5. Submitting Your Request

Press F9 on page 7 of the e-IRAAF to submit the form to CSC. Requests submitted in e-IRAAF for contractors, temps, and/or interns will be submitted to the appropriate agencies for approval; CSC will not see these requests until approved. Also, there are various applications that may trigger the approval process.

Once submitted, you should not make changes to the submitted request. Call CSC as soon as possible if you need to cancel an e-IRAAF request.

## 6. Checking the Status

### 6.1 Status options

When logging into the e-IRAAF system, select menu option 03 or 04 to check the status of a submitted e-IRAAF request. For either option (03, 04), there is a status column that indicates one of the following:

12/08/11 15:21:41		REVIEW IRAAF STATUS				MORE **	
RACFID	NAME	CTY	WRKR	REQ	ACT	STATUS	DATE REQ
=====	=====	===	=====	===	=====	=====	=====
1	HRSS123 CHANGE, NAME	040			N		12/08/2011
2	90000612 TANK, FISH	040			U	PEND APRV	11/15/2011
3	90000611 PLEASE, WORK	040			A	PEND APRV	11/21/2011
4	90000610 TEST, JUST	040			A	REJECTED	12/01/2011
5	90000608 PUBLIC, JOHN	040			A	COMPLETE	08/04/2011
6	90000607 DOE, BABY	040			A	IN PROCESS	08/09/2011
7	90000605 SMITH, JIMMY	040			A	PEND APRV	08/16/2011
8	90000604 PUBLIC, JANE	040			A	PEND APRV	07/27/2011
9	90000603 ALLSMITH, CONNIE	040			A	PEND APRV	12/08/2011
10	HRSS510 C, A	000			R	IN PROCESS	04/11/2011
11	HRSS1VD SMITH, JOHN	000			R	IN PROCESS	04/11/2011
12	H2CI490 SMITH, JANE				R	COMPLETE	03/03/2011
13	HRSTE4 ORANGE, APPLE				R	COMPLETE	02/14/2011
ENTER LINE NUMBER TO SELECT IRAAF							
-----							
ENTER-UPDATE		F7-UP		F8-DOWN			

Example of status page

**Blank (status):**

- Indicates the request has not yet been assigned to an agent.

**In Process:**

- Indicates your request is being worked on. It is very important that you do not access the e-IRAAF when an agent is working on your request.

**Complete:**

- Indicates your request was processed exactly as requested; CSC is not required to leave notes if completed in full and no IDs issued.

**Pending Aprv:**

- Indicates your request needed prior approval (such as contractors, temps, interns, or certain applications). This request has not gone into the CSC queue yet for processing.

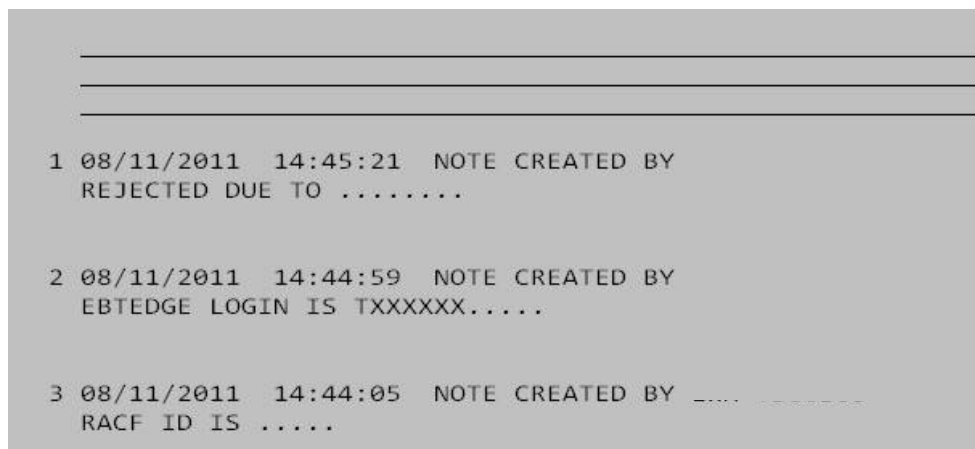
**Rejected:**

- CSC was not able to process your request; press F5 on page 1 of e-IRAAF to see notes left by CSC.

## 6.2 Notes Field (F5)

CSC agents are not required to leave notes if the status is 'COMPLETE'. However, if the request required new login IDs, or was rejected, etc., then there is a field where CSC can leave notes for the security officer.

To view the notes section, press F5 on page 1 of the e-IRAAF.



**IMPORTANT:** ISOs with access to e-IRAAF are able to key in the notes field; however, only use the notes section to request security that is not currently on the e-IRAAF, to provide information that will assist with processing the e-IRAAF, or unless instructed by CSC.

## **6.3 Revokes After Processing**

You will no longer see Revoke requests in menu 03 or 04, if request is 'Complete'. When a Revoke is processed, the ID no longer belongs to your agency and all information, with exception of the worker name and date/time it was completed, is removed from the e-IRAAF form. You can go into menu 01 and type the RACF ID or generic ID and press F6, if needing to verify a Revoke has been processed.

## **7. e-IRAAF support**

Enhancements are made as needed for the e-IRAAF, and instructions are subject to be revised accordingly.

### **State DSS Information Support**

For policy questions, please see DSS Security Manual and/or call State DSS Information Support at 919-733-8938.

### **State DMA**

For policy questions, please see DMA Security Manual and/or call State DMA at 919-855-4000.

### **DHHS Customer Support Center**

For questions regarding the e-IRAAF, please call DHHS Customer Support at 919-855-3200 option 2.

\* \* \* \* \*



- Once the approval emails have been received go to page 1 of the worker's e-IRAAF to access the approval screen to submit e-IRAAF to CSC.

F5-NOTES

F6-SEARCH

F9-CONFIRM

F10-APP APPROVAL

- Press F10 to access the approval screen on page 1 of the e-IRAAF.

```

AATY09          INFORMATION RESOURCE ACCESS AUTHORIZATION
03/16/12  09:25:11      APPLICATION APPROVALS
RACF ID          NAME

WORKER LAST UPDATED

_ DSS APPROVED (Yes/No/Bypass)

_ DMA APPROVED (Yes/No/Bypass)

_ CSE APPROVED (Yes/No/Bypass)

_ SCO APPROVED (Yes/No/Bypass)

_ DCD APPROVED (Yes/No/Bypass)

```

F9-CONFIRM

- Place a Y in the blank next to each division that has approved access.
- Place a B in the blank next to each division that did not need to approve access.
- Place an N in the blank next to each division that has not yet approved access.

**TIP!** The e-IRAAF will only submit to CSC with Ys or Bs in the blanks next to each division.

- Press F9 to submit e-IRAAF to CSC.
- The e-IRAAF will now show a blank status to show it has been submitted to CSC.
- CSC will process the E-IRAAF.

**TIP!** Any security access requested and any approvals needed for access will be the ownership of the ISOs.

## Appendix B – County DSS Codes

- County DSS and CSE will use the County # as the county code on page 1 of e-IRAAF.
- County CSE (only) may use the ACTS # when requesting XPTR access such as RMACF\*\*\*

County #	County	ACTS #
*001	Alamance	*001
*002	Alexander	*003
*003	Alleghany	*005
*004	Anson	*007
*005	Ashe	*009
*006	Avery	*011
*007	Beaufort	*013
*008	Bertie	*015
*009	Bladen	*017
*010	Brunswick	*019
*011	Buncombe(PSI)	*021
*012	Burke	*023
*013	Cabarrus	*025
*014	Caldwell	*027
*015	Camden	*029
*016	Carteret	*031
*017	Caswell	*033
*018	Catawba	*035
*019	Chatham	*037
*020	Cherokee	*039
*021	Chowan	*041
*022	Clay	*043
*023	Cleveland	*045
*024	Columbus	*047
*025	Craven	*049
*026	Cumberland	*051
*027	Currituck	*053
*028	Dare	*055
*029	Davidson	*057
*030	Davie	*059
*031	Duplin	*061
*032	Durham	*063
*033	Edgecombe	*065,265
*034	Forsyth	*067

County #	County	ACTS #
*035	Franklin	*069
*036	Gaston	*071
*037	Gates	*073
*038	Graham	*075
*039	Granville	*077
*040	Greene	*079
*041	Guilford	*081,281
*042	Halifax	*083
*043	Harnett	*085
*044	Haywood	*087
*045	Henderson	*089
*046	Hertford	*091
*047	Hoke	*093
*048	Hyde	*095
*049	Iredell	*097
*050	Jackson	*099
*051	Johnston	101
*052	Jones	103
*053	Lee	105
*054	Lenoir	107
*055	Lincoln	109
*059	McDowell	111
*056	Macon	113
*057	Madison	115
*058	Martin	117
*060	Mecklenburg	119
*061	Mitchell	121
*062	Montgomery	123
*063	Moore	125
*064	Nash	127
*065	New Hanover	129
*066	Northampton	131
*067	Onslow	133
*068	Orange	135

County #	County	ACTS #
*069	Pamlico	137
*070	Pasquotank	139
*071	Pender	141
*072	Perquimans	143
*073	Person	145
*074	Pitt	147
*075	Polk (PSI)	149
*076	Randolph	151
*077	Richmond	153
*078	Robeson	155
*079	Rockingham	157
*080	Rowan	159
*081	Rutherford	161
*082	Sampson	163
*083	Scotland	165
*084	Stanley	167
*085	Stokes	169
*086	Surry	171
*087	Swain	173
*088	Transylvania	175
*089	Tyrrell	177
*090	Union	179
*091	Vance	181
*092	Wake	183
*093	Warren	185
*094	Washington	187
*095	Watauga	189
*096	Wayne	191
*097	Wilkes	193
*098	Wilson	195
*099	Yadkin	197
*000	Yancey	*199
	Tribal Court	*201

## Appendix C – State Agency Codes

<b>Division Name</b>	<b>e-IRAAF County number</b>	<b>EIS location</b>
Division of Aging and Adult Services	901	DOA
Division of Budget and Analysis	902	DBA
Division of Child Development and Early Education	903	DCD
Division of Health Service Regulation	904	DHS
Division of Human Resources	905	DHR
Division of Information Resource Management	906	ZZZ
Division of Medical Assistance	907	DMA
Division of Mental Health, Developmental Disabilities, and Substance Abuse Services	908	DMH
Division of Public Health	909	DPH
Division of Services for the Deaf and Hard of Hearing	910	DSD
Division of Social Services	911	DSS
Division of the Services for the Blind	912	DSB
Division of Vocational Rehabilitation Services	913	DVR
NC Council on Development Disabilities	914	NCD
Office of Citizen Services	915	OCS
Office of Economic Opportunity	916	OEO
NCFAST	917	NCF
Office of General Counsel	918	OGC
Office of Governmental Relations	919	OGR
Office of Grants Management	920	OGM
Office of Internal Auditor	921	OIA
Office of Medical Management Information System	922	MMS
Office of Minority Health and Health Disparities	923	OMH
Office of Policy and Planning	924	OPP
Office of Property and Construction	925	OPC
Office of Public Affairs	926	OPA
Office of Research, Demonstrations, and Rural Health	927	ORD
Office of the Controller	928	OSC
Office of the Secretary	929	OSE
DSS/Child Support Enforcement	930	IVD
EBT Call Center	931	MAR
Disability Determination Services	932	DDS
Employment Security Commission	933	ESC
Social Security Administration	934	SSA
Third Party Recovery	935	TPR
Office of Rural Health and Community Care	936	ORH

**Appendix C – State Agency Codes (Continued)**

DIRM Privacy and Security Office	937	PSO
Area Program Mental Health	938	APM
State Auditors	998	AUD
DHHS Customer Support	999	ZZZ



